

Data Privacy Notice

For Customers and Suppliers

Boys and Boden Ltd and our trading names Pear Stairs and The Plumblin ("We") are committed to safeguarding and respecting your privacy.

This privacy notice sets out the basis on which any personal data we collect from you, or that you provide to us, will be processed by us.

Boys and Boden Ltd will be what is known as the 'Data Controller' of the personal data you provide to us, this means that we determine the purposes and way in which any personal data are, or will be, processed.

Should you need to contact us please write to our Head Office address: Boys and Boden Ltd, Mill Lane, Welshpool, Powys, SY21 7BL. This privacy notice was updated on 24th May 2018.

The information we hold is purely for maintaining our trading relationship and general communication purposes and therefore the legal basis of processing your information is based on a legitimate interest or for the purposes of fulfilling a contract.

The purpose(s) of processing your personal data

We use your personal data for the following purposes:

- To arrange deliveries and collections of goods and services.
- To take and process orders.
- To take, or to make payments for services.
- To contact you with any issues.
- To keep you informed of any updates and news that may be relevant and useful to you.

Note - You are under no statutory or contractual requirement or obligation to provide us with your personal data. But failure to provide any necessary data may mean that we cannot fulfil orders or process payments that may be due to you.

The categories of personal data concerned

We collect information from you when you open an account with us, purchase our products and/or remit payment to us. We also collect information if you interact with us via phone, social media or our website. Where suppliers are concerned, we also collect data from you when you open an account for us and/or supply us with goods or services.

The categories of information we collect directly from you include (but are not limited to):

- Name, work or personal address, phone number, e-mail address, date of birth, gender, financial and/or credit card information, customer data, payment data.
- Some of the above data will be collected via a third party where references, credit rating reports, or tracing reports are required.
- In addition, we also record dates and locations of deliveries relevant to your order.
- We also have CCTV monitoring on site 24 hours a day, therefore all visitors to our premises may be recorded. The CCTV is routinely monitored for security purposes.

The legal basis for processing your personal data

The legal bases for using your information are as follows:

- Processing necessary for the performance of a contract with the data subject or to take steps to enter into a contract.
We will collect, hold and process such data as is necessary to allow us to fulfil our contractual obligations both as customer and supplier.
- Processing necessary for the purposes of the legitimate interests of the data controller or a third party, except where such interests are overridden by the interests or fundamental rights or freedoms of the data subject.
We will process such data when it is in our legitimate interests to do so, i.e. in the normal course of our trading relationship and when these interests are not overridden by your data protection rights.

Sharing your personal data

Your personal data will be treated as strictly confidential. Personal information about you is in some cases provided to our trusted partners to make providing the service to you possible. These partners include delivery partners, credit referencing agencies, payment processing providers and tracing agents.

Our Processing partners must ensure adequate levels of protection to your personal data. We disclose your personal data to third parties or public officials when we are legally obliged to do so. We might disclose your personal data to third parties if you have consented to it or if there are other legal grounds for it.

Your rights and your personal data

Your personal data is protected by legal rights, which include your rights to our processing of your personal data; request your personal data is erased or corrected; request access to your personal data. For more information or to exercise your data protection rights, please contact us using the contact details above. You also have the right to complain to the Information Commissioner's Office, which regulates the processing of personal data.

How long we keep your information

If we collect your personal information, the length of time we retain it is determined by a number of factors including the purpose for which we use that information and our obligations under the laws. We may need your personal information to establish, bring or defend legal claims. For this purpose, we will always retain your personal information for 7 years after the date it is no longer needed by us, for example 7 years after we cease to trade with you.

How we secure your personal data

We do our best to keep your personal data safe and secure. This includes, but is not limited to, the use of safe protocols for communication and transferring data, the use of pseudonyms (anonymising) where suitable and maintaining password protection where possible and/or required.

Although we will do everything we reasonably can to prevent data breaches, we cannot guarantee the security of information. However, we promise to notify the suitable authorities of data breaches, and to notify you if there is a threat to your rights or interests.